

## **CLASS SPECIFICATION**

### **County of Fairfax, Virginia**

**CLASS CODE:** 1174

**TITLE:** GENERAL MANAGER, PUBLIC SAFETY AND TRANSPORTATION OPERATIONS CENTER

**GRADE:** E-08

#### **DEFINITION:**

Under administrative direction of the Fairfax Deputy County Executive in charge of the Public Safety and Transportation Operations Center (PSTOC) and Virginia Department of Transportation (VDOT) Northern Virginia District Administrator the General Manager (GM) is responsible for the collective performance of the PSTOC; facilitates a high level of collaboration and interconnected service provision among all the agencies located within PSTOC; facilitates policy development between and among the leadership of each agency located within PSTOC; implements the mission, goals, and objectives of the PSTOC as outlined by the PSTOC Governing Board; serves as liaison to departments in the coordination of shared space and resources; and performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

This is a single-position class that reports directly to the Fairfax Deputy County Executive in charge of the PSTOC and Northern Virginia VDOT District Manager and is not in a chain of command with other related classes. This class is exempt from the County's merit system under article 4, subsection 15.2-821 of the Code of Virginia and Section 3-1-2 (b)(1) of the merit system ordinance.

#### **ILLUSTRATIVE DUTIES:**

Facilitates and coordinates the management of the PSTOC Joint Operations Agreement (JOA), Standard Operating Procedures, and other joint agreements and/or contracts for the operations of the facility;  
Ensures departments have the appropriate resources, tools, and facilities needed to perform the work of a collaborative, regional center providing cutting edge emergency operations and transportation services.  
Maintains key relationships of the stakeholder partners while handling a variety of concerns and provides recommendations for resolution;  
Serves as the PSTOC facility liaison between the participating agencies and County Facilities Management Department;  
Acts as facilitator and negotiator in order to aid in decision-making among department partners;  
Monitors budgets, contracts, and business agreements in support of the PSTOC Joint Operations Agreement, and Memorandums of Understanding.  
Maintains accounting records in accordance with generally accepted accounting standards;  
Develops and recommends business plans and performance measures in accordance with the Joint Operations Agreement;  
Facilitates and coordinates activities of cross-departmental efforts pertaining to PSTOC;  
Provides advice and guidance to the Governing Board, and other State and County officials on PSTOC operations and programs;  
Coordinates the staff supporting PSTOC joint programs and common systems (i.e., information technology and administrative);  
Identifies and makes improvement recommendations of management systems, processes, and measurement techniques to improve PSTOC operational effectiveness and implements approved plans;

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Ensures coordination of individual departments using the facility or resources;  
Conducts long-range, strategic planning for the facility and operations;  
Develops short- and long-range plans based on business need assessments;  
Ensures continuity of operations and executes disaster recovery plans for the PSTOC in the event of an emergency;  
Develops, enforces and monitors the Standard Operating Procedures for the facility;  
Interprets and provides direction regarding PSTOC policies and procedures;  
Secures resources for the efficient and effective operation of the facility;  
Represents the PSTOC at governmental policy and technical meetings;  
Represents the PSTOC at meetings of external regional public safety and transportation management organizations (e.g., EMCC, CAPCOM);  
Coordinates activities with all stakeholder and supporting departments and contractors;  
Builds and maintains effective client relationships;  
Schedules and conducts PSTOC Operating Board and Governing Board meetings;  
Plans, organizes, directs, and evaluates performance of assigned staff, providing coaching for performance improvement and development;  
Provides guidance, support and information to Governing Board (serves as non-voting member) concerning overall PSTOC programming direction and strategic issues;  
Serves as a voting member of the Operating Board to achieve the goals and objectives of the PSTOC;  
Works directly with the Operating Board to resolve interdepartmental/intra-agency issues regarding the Joint Operations Agreement, Memorandums of Understanding and other agreements and/or issues;  
Works directly with PSTOC partners in facilitating change management.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Extensive knowledge of state and municipal governmental operations;  
Considerable knowledge of the principles, practices, and methods of human resource management, budgeting, program planning, and administration, and the ability to apply them;  
Knowledge of missions, responsibilities, policies, and directives of Public Safety, Transportation, Emergency Management Operations Centers;  
Knowledge of Police, Fire and Rescue, and Transportation Operations  
Knowledge of public administration principles, including basic principles of organization, management, and budget preparation and statistical analyses;  
Knowledge of strategic, short and long-range planning principles;  
Knowledge of the application of technology practices in a joint operational setting;  
Knowledge of laws, ordinances and regulations underlying a public sector organization;  
Knowledge of facilities management;  
Ability to interpret and apply Federal, State, and County laws, regional agreements and regulations affecting public safety, transportation, and public service departments;  
Ability to understand the content of Joint Operations agreements and practices;  
Ability to work with, and coordinate between, multiple departments and different governmental structures to meet goals and objectives;  
Ability to analyze policy and technical issues and exercise sound judgment in decision making;  
Ability to analyze and interpret regulations, policies and procedures to individuals, groups, or departments in order to gain compliance, cooperation, and understanding;

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Ability to facilitate and work collaboratively with cross-departmental groups to develop and implement effective policy;

Ability to communicate effectively, both orally and in writing;

Ability to negotiate agreements with department representatives and vendors;

Ability to manage budgets and expenses, and track costs and revenues;

Ability to analyze data and draw sound conclusions;

Ability to effectively manage, train, and motivate employees;

Ability to plan, direct, and coordinate the work of staff;

Ability to develop and maintain effective working relationships with staff, appointed and elected government officials, colleagues, employees, community organizations, the media, and the general public including the ability to develop consensus, which accommodates conflicting interests and viewpoints.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience, and training equivalent to the following:

Graduation from an accredited four-year college or university with a Bachelor's degree in public administration, business administration or related field; PLUS

Seven years progressively responsible administrative or management experience in the operation of a large public safety, transportation agency, and emergency organization.

**CERTIFICATES AND LICENSES REQUIRED:**

None.

**NECESSARY SPECIAL REQUIREMENTS:**

Positions within this class will be subject to criminal history record checks and/or credit checks as a condition of hire and continued employment.

EXEMPT CODE CHANGE:  
ESTABLISHED:

June 2009  
September 26, 2006